

## Training Agent Onboarding SWOT Analysis

In the afternoon Training Agent Onboarding session on January 31, we conducted a SWOT Analysis to help identify strengths, weaknesses, opportunities, and threats associated with the BEACON training effort. Results of the exercise are summarized below.

### SWOT Analysis

#### Strengths

- Seeking agencies' input / planning
- Are starting early / good timing
- Are considering geographic distribution of users
- Are planning a variety of modes of training (eLearning, classroom, etc)
- Have substantial practice built in the training program

#### Weaknesses

- Information on Agency training sites is dated (good news is that we'll all share an updated list)
- Site locations still mean travel for some in extreme West / East
- Beginning training in December for 2<sup>nd</sup> Go-Live Group is not feasible; people won't / can't attend
- Identification of potential instructors with adequate time and right skills will be difficult
- Learning styles of participants is a concern
- Adequate training facilities may be difficult to find

#### Opportunities

- Tailor training to users based on Agency needs
- Achieve buy-in via involvement in the process
- Ability to quickly identify the kinks in the system
- Super-User concept provides a local "go-to" person
- The State will potentially be recognized as a model for other states' future SAP implementations
- The practice concept will develop confidence of users
- Identify security safeguards before going live
- Use of State instructors will Improve individual skill sets for advancement opportunities
- This project will improve relations between Payroll and HR

#### Threats

- There will be high level of insecurity with a new system
- There will need to be considerable cross training between HR people and Payroll
- Delaying Stream 1 may allow people's interest to fall off
- People will have difficulty freeing selves from work for a large amount (35 hrs.) of training (eLearning may be a solution)
- We may find more Core Users who lack PC skills
- Elections may mean change in staff – more people to train than expected